

## Communication Services

### Secure Messaging

The Secure Messaging function enables registered Electronic Records Express users to exchange confidential messages and sensitive documents. Only registered users can send and receive secure messages, and messages can only be sent to other registered users (no forwarding to external email addresses). Messages and documents are stored in a central repository on a protected system within the SSA network. All messages and documents are scanned for virus infection before processing.

Email “notifications” are sent to recipients when a message is received in Secure Messaging. The email notification will contain a link to the Electronic Records Express website. The Electronic Records Express user must log in the Electronic Records Express website to retrieve the message. **Messages have a limited lifetime of 20 days from creation date.**

**Electronic Records Express Home—Secure Messaging**

**Electronic Records Express Home**  
Welcome to Electronic Records Express

**Evidence Submission Services**  
[Send Response for Individual Case](#)  
[Send Grouped Files](#)

**Consultative Examination (CE) Services**  
[Review / Submit CE Reports](#)  
[Pickup Doctor's Transcription Reports](#)  
[Prepare CE Report for Doctor](#)  
[Send CE Report](#)  
[Send CE Report\(s\) with Scanned Signature](#)  
[Send CE No Show Response](#)

**Document Exchange Services**  
[Access Electronic Requests](#)  
[Access Doctor's Electronic Requests](#)  
[Send Transcription Report To Doctor](#)  
[Pickup Transcription Reports](#)  
[Teacher Questionnaire](#)

**Communication Services**  
**Secure Messaging:** [Home Inbox](#)  
**Communication Utility:** [Send E-Mail](#)

**From here you can also:**  
[Modify your account information](#)  
[Change your password](#)  
[Account Maintenance](#)

For your security, please log out and close all Internet windows when you are finished.

**Bulletin Board**  
Updated 12/19/2007  
[What's New?](#)  
[Email for more information](#) or call toll free: 1-866-691-3061

## Check Your Messages:

- Select the link “Home” to access the Secure Messaging homepage or select “Inbox” from the Electronic Records Express homepage to access your Secure Messaging Inbox.

**Inbox – Secure Messaging**

The screenshot displays the 'Electronic Records Express' Secure Messaging Inbox. The interface includes a left sidebar with navigation links like 'Mailbox Home', 'Check Mail', 'Compose', and 'Folders'. The main content area shows a list of messages. A callout bubble points to the 'Inbox—Messages' section.

**Electronic Records Express**

**Secure Messaging Inbox**

Messages: Items 2

	From	Subject	Received	Expires	Size
<input type="checkbox"/>	System	<a href="#">READ: Test</a>	01/02/2008 01:44:25 PM	01/22/2008 12:00:00 AM	1k
<input type="checkbox"/>	Kendle, Katrice	<a href="#">Test</a>	01/02/2008 01:45:26 PM	01/22/2008 12:00:00 AM	1k

**Inbox—Messages**

## View Your Messages

- To view a message in the list, select the hyperlink in the “Subject” column. The message will display.

**View Message—Secure Messaging**

**Electronic Records Express**

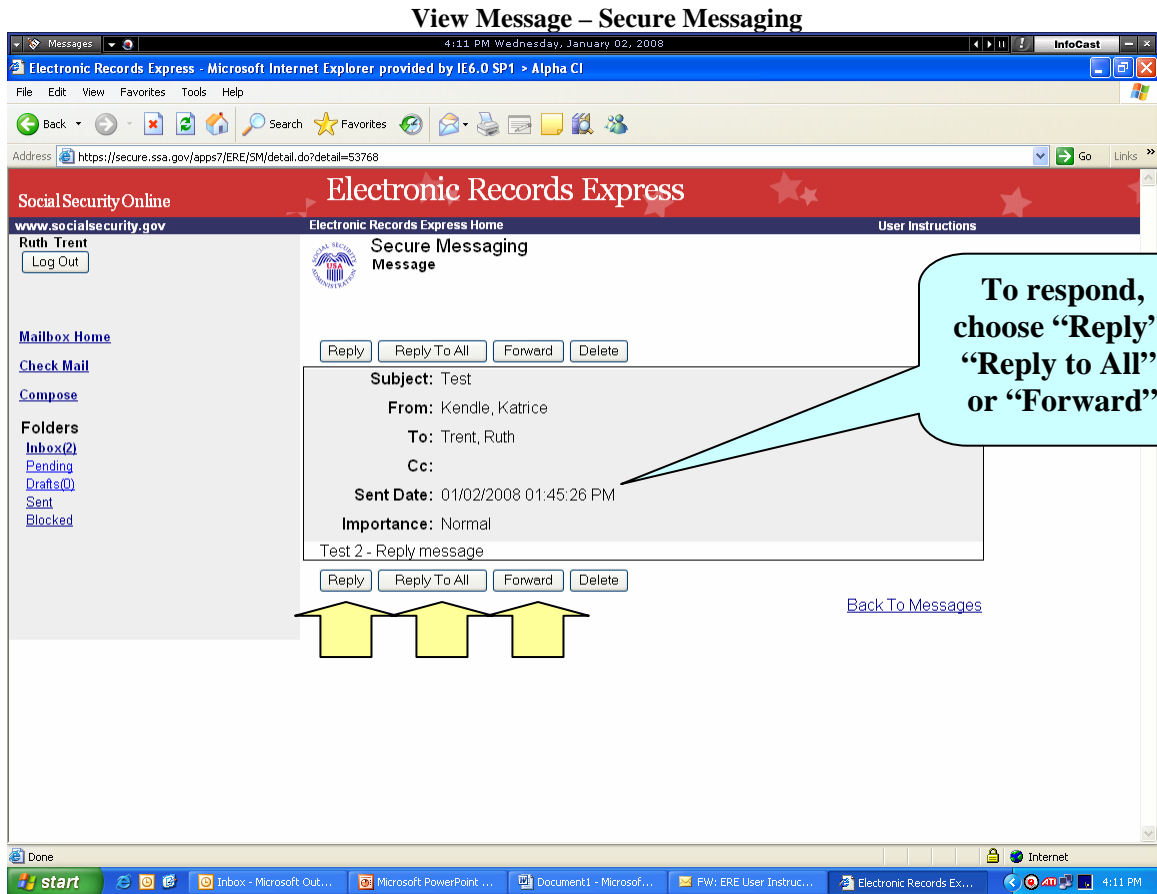
**Secure Messaging Inbox**

Messages Per Page: 10

Messages: Items 2 Previous | Next | Page Number: 1

<input type="checkbox"/>	From	Subject	Received	Expires	Size
<input type="checkbox"/>	System	<a href="#">READ: est</a>	01/02/2008 01:44:25 PM	01/22/2008 12:00:00 AM	1k
<input type="checkbox"/>	Kendle, Katrice	<a href="#">Test</a>	01/02/2008 01:45:26 PM	01/22/2008 12:00:00 AM	1k

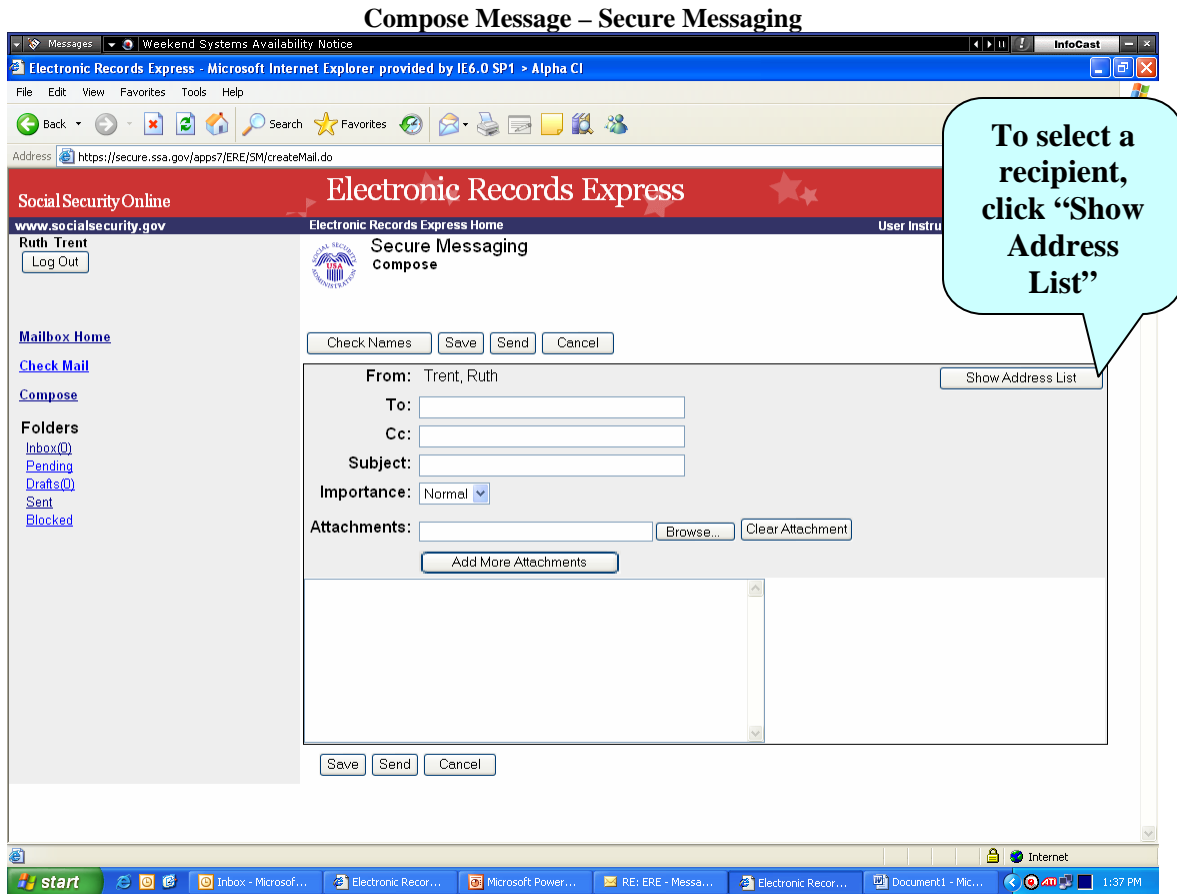
Select a link under **Subject** to view a message



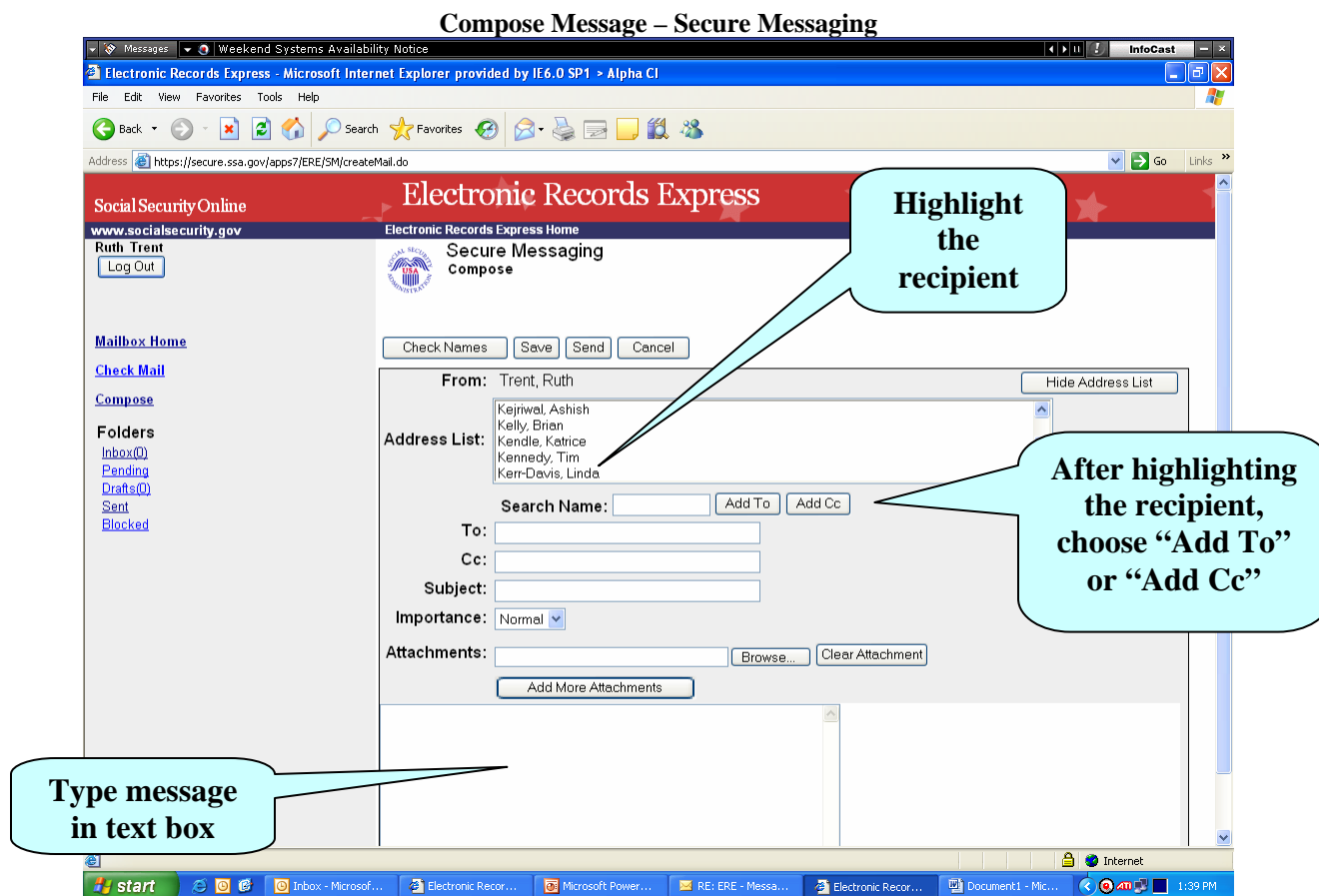
- When finished reading the message, use the “Reply”, “Reply to All”, “Forward” to respond or “Delete” button to delete the message.
- To view another message, select “Check Mail” or “Inbox”. **Viewed messages remain in the Inbox until they are deleted automatically (20 days from creation date) or manually deleted.**

### **Compose and Send a Message:**

- Select the link for either “Home” or “Inbox” from the Electronic Records Express homepage.
- Select the “Compose” link. The form for creating a new message will display.



- Enter the destination recipient(s) in the “**To:**” and/or “**Cc:**” fields. (Messages can only be sent to registered users of Secure Messaging.)
  - To enter a recipient, select the “Show Address List” button. This will display the recipient pull-down list. (Messages can only be sent to registered users displayed in this list.)
  - Either scroll down the list to the name, or search for the name using the “Search Name” text box. As you type the name in the box, you advance to the corresponding name in the list.
  - Highlight the name of the user you are sending a message to and insert it in either the “To:” box or the “Cc:” box by selecting the “To:” or “Cc:” button on the search window.
  - Repeat this step until all desired destination recipients have been added.



- Type in the Subject, and then select the level of Importance from the drop-down list.
- Attach files as necessary using the “Browse” button.
- Type any text message that needs to be included in the large text box. You may type up to 16,000 characters, which is equivalent to approximately three pages of text.
- Send the message by selecting the “Send” button. Or, you can save an unfinished message for later by selecting the “Save” button. (Creating a draft message starts the 20 day lifespan of the message.)
- A copy of the sent message will be saved in the Sent folder.

### **View Blocked Messages:**

Blocked messages are messages the user attempted to upload with an attachment in which the Electronic Records Express virus scan found a suspected virus. Blocked messages are blocked from transmission and the suspected file is deleted. In addition to

the benefit of knowing about the suspected file, users need to know that the message has been blocked.

- Select the hyperlink for either “Home” or “Inbox” from the Electronic Records Express homepage.
- Select the “Blocked” link. The list of blocked messages will be displayed.
- To view the blocked message:
  - Select the link in the Subject column. The message will display.
  - The infected file (which has been deleted) will be flagged with the word, “INFECTED”.
  - Any clean files from the original message will still be attached.
- To take action on the message:
  - To delete the message, select the “Delete” button.
  - To resend the file, click “Edit”. Make necessary changes such as attaching a replacement file and/or modifying text in the text box.

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#### **Access Keys:**

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

Button	Access Key
Add Another File	2 – 8 (number corresponds to the file to be added)
Cancel	n
Continue	c
Edit	w
Home	m
Prior	p
Send Another Report	r
Send Another Response	r
Submit	b
Try Again	g

Other keyboard commands, hotkeys or access keys will vary based upon the browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.